DRB Systems®

CarPics® Vehicle Manager

The CarPics Vehicle Manager displays pictures of each queued car on a color video screen at your conveyor entrance to increase production, reduce errors, improve controls and enhance your customer's experience.

Speed up your line by assuring that the queue is always correct.

Job One: Keep Your Queue Accurate and Everyone is Happy

By providing a picture of each car on a screen at your conveyor entrance, your loader can visually confirm that the queue is correct and make changes quickly if it is not.

CarPics allows your loader to immediately fix a queue problem before vehicles go through the tunnel with the wrong services. Gone are the days where you only find out that the queue is mixed up when a customer pulls back around to complain – and perhaps dozens of other patrons drive away unhappy.

This can mean big productivity gains on your busy days as you'll avoid costly rewashes and disappointed customers. With CarPics, each customer will get exactly what they ordered – the first time.

Fix the Queue Quickly and Easily

A picture of each car is recorded at the gate (either at an Xpress Pay Terminal® or a normal screen terminal) and then is shown on the CarPics queue screen at the tunnel entrance. When your loader sees that the current car doesn't match the picture, a few quick presses of the new, streamlined queue handling function keys will easily fix the problem. As the saying goes, "A picture is worth a thousand words" and CarPics is designed to be easily and quickly used by any of your staff.

Speed Up Your Tunnel by Easily Notifying the Loader of any Hand-Applied Services

Each car picture also shows any messages you want to attach to the purchase. For instance, if the service purchased at the pay station includes wheel cleaning, a "badge" can be applied to that car's picture, allowing the loader to easily recognize what work needs done. No more reading receipts and slowing down production!

A New Productivity Measurement

The CarPics Vehicle Manager introduces a new statistic called "Prep Time." This stat is calculated based on the amount of time it takes your loader to prep and send each car. On busy days, you might ask your loader to spend only 30 seconds prepping each car – no more and no less. CarPics calculates this stat and makes it available for the loader, the manager and the owner.

By monitoring your prep time, you can verify that your loader is working at the pace that you want, assuring quality and peak volume.

USING TECHNOLOGY TO ENHANCE YOUR CUSTOMER'S EXPERIENCE

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Instantly show the current prep time to your loader for speedier production time

Compare car pictures on this visit and last visit to make sure monthly pass visitors are bringing in the same vehicle

Monitor average prep time and other stats to improve productivity

Any "badge" that you configure can be applied to queued cars, notifying your loader of special conditions or work that needs to be done

Create a better relationship by seeing the customer name, when available, applied to each vehicle

At a glance, confirm that the correct car is in the correct queue position

Bring Back the Rewash Guarantee – and Fight Back at the Weather!

Perhaps one of the most popular promotions of the 1990s was the rewash guarantee. Offered as protection against bad weather, the 24-hour, 48-hour or top-wash guarantee provided the carwash consumer some measure of comfort that their wash today won't be wasted if it happens to rain tomorrow.

The advent of pay stations made this promotion hard to manage and caused it to largely go away. Now, because CarPics takes a photo of every vehicle, when the customer returns with their rewash guarantee and scans it at the pay station, they can be shown the picture from their last visit and asked to confirm that it's the car they are driving.

This control can allow you to re-introduce a terrific promotion that will further hedge you against poor weather forecasts.

Double-Check Automatic Recharge Customers

When a monthly pass customer returns, CarPics not only shows the current picture, but also a picture from that customer's last visit. The loader is able to immediately

and easily see if the cars don't match – either taking action then or hitting a "needs attention" button. The "needs attention" flag can be used in several ways. One approach might be to have the pay station show "please wait" on this customer's next visit, simultaneously signaling the loader to walk out to the car. Another use is the manager can later review all sales flagged as needing attention – along with the associated pictures – and can take further action, if desired.

Enhance Your Customer Relationship by Viewing Names at the Tunnel Entrance

Any customer that you have recorded in the database and most credit card users will have their name displayed with their car picture on the CarPics screen. This can be a handy tool for greeting your monthly pass users or your VIP club members personally, allowing you to cement the relationship to some of your best customers.

This provides an additional element of control to make sure that monthly passes are being used for the car intended and not shared amongst friends and family.

The result: CarPics means more accuracy, better productivity, more control and an enhanced customer experience.